



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF : True, et al.
FOR : AUTOMATED SERVICE CHANGE
RECOMMENDATIONS FOR WIRELESS
NETWORK SUBSCRIBERS
SERIAL NO. : 10/712,510
FILED : November 13, 2003
ART UNIT : Unknown
CONFIRMATION NO. : Unknown
ATTORNEY DOCKET NO. : LUTZ 2 00237
Case Name/No. Benco 15-9-9-9-9

SUBMISSION OF FORMAL DRAWINGS

MAIL STOP DRAWING REVIEW BRANCH
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicants submit three (3) sheets of formal drawings, FIGURES 1-3, herewith. Although no fees are believed to be required, applicants authorize and request any additional fees be charged to Deposit Account No. 06-0308. An early indication of acceptability of the Formal Drawings is earnestly solicited.

Respectfully submitted,
FAY, SHARPE, FAGAN,
MINNICH & McKEE, LLP

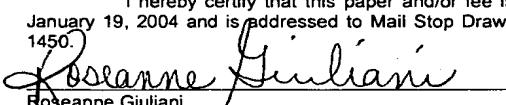
January 19, 2004



Patrick D. Floyd
Reg. No. 39,671
1100 Superior Avenue, Seventh Floor
Cleveland, OH 44114-2518
216/861-5582

CERTIFICATE OF FIRST CLASS MAILING

I hereby certify that this paper and/or fee is being deposited with the United States Postal Service as First Class Mail service on January 19, 2004 and is addressed to Mail Stop Drawing Review Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.


Roseanne Giuliani

N:LUTZ200237\RL30002561V001.doc